VOLUNTARY AGENCY LIAISON

RESOURCE CATEGORY	Emergency Management
RESOURCE KIND	Personnel
OVERALL FUNCTION	The Voluntary Agency Liaison (VAL) serves as the central coordination point between local, state, tribal, territorial and federal governments and voluntary, faith-based and community organizations responding in times of disaster–including supporting the coordination of volunteers, donations and people providing disaster services. The VAL also gathers and provides daily statistical reports and other pertinent information about disaster response and recovery services, including mass care and other services, from voluntary, faith-based and community organizations to appropriate government agencies and other voluntary organizations
COMPOSITION AND ORDERING SPECIFICATIONS	1. This position can be ordered as a single resource. 2. Discuss logistics for deploying this position, such as working conditions, length of deployment, security, lodging, transportation and meals, prior to deployment 3. The position typically works 12 hours per shift, is self-sustainable for 72 hours and is deployable up to 14 days

Each type of resource builds on the qualifications of the type below it. For example, Type 1 qualifications include the qualifications in Type 2, plus an increase in capability. Type 1 is the highest qualification level.

COMPONENT	TYPE 1	TYPE 2	NOTES
DESCRIPTION	Same as Type 2, PLUS: 1. Supervises other VAL personnel 2. Establishes and maintains good working relationships with other groups in the operation 3. Coordinates between voluntary agency and local, state, tribal, territorial and federal community relations personnel, Donations Management, Public Information Officers (PIO), the Joint Information Center (JIC) and other individuals and groups as appropriate 4. Assesses the necessary number of VAL personnel 5. Serves as a trainer for courses in developing LTRCs and COADs, volunteer/donations management and Mass Care, as appropriate 6. Collects and maintains data and provides guidance on best practices for operations involving voluntary agencies at the local, state, tribal and territorial levels 7. Assigns responsibilities for ongoing VAL contact with county and local emergency management staff 8. Maintains contact with the state, tribal or territorial VOAD chairperson and emergency management staff as appropriate 9. Ensures completion of responses to congressional inquiries, as appropriate 10. Establishes and maintains systems for matching voluntary agencies with FEMA, state, tribal or territorial referrals for emergency, medical, unmet and access and functional needs	The VAL: 1. Helps coordinate between state Voluntary Organizations Active in Disasters (VOAD), local Community Organizations Active in Disasters (COAD), other voluntary agencies and the affected jurisdiction, handling spontaneous and solicited goods, storage and disbursement 2. Helps coordinate state VOAD and COAD agencies in managing emergent volunteers during a disaster response 3. Helps communities build a framework for establishing Long-Term Recovery Committees (LTRC) 4. Works with state VOAD leaders to establish and carry out frequent coordination meetings with VOAD and COAD agencies during the disaster response and recovery phases 5. Supports the state VOAD in establishing and strengthening local COAD and LTRC organizations	Not Specified
EDUCATION	Same as Type 2	High school diploma, GED or equivalent	Not Specified

COMPONENT	TYPE 1	TYPE 2	NOTES
TRAINING	Same as Type 2, PLUS: 1. E0288: Local Volunteer and Donations Management OR E0289 State Volunteer and Donations Management 2. E0489: Management of Spontaneous Volunteers in Disasters 3. AHJ-approved conflict resolution/negotiation training	Completion of the following: 1. IS-100: Introduction to the Incident Command System, ICS-100 2. IS-200: Basic Incident Command System for Initial Response, ICS-200 3. IS-235: Emergency Planning 4. IS-244: Developing and Managing Volunteers 5. IS-288: The Role of Voluntary Organizations in Emergency Management 6. IS-403: Introduction to Individual Assistance (IA) 7. IS-405: Mass Care/Emergency Assistance Overview 8. IS-505: Concepts of Religious Literacy for Emergency Management 9. IS-700: National Incident Management System, An Introduction 10. IS-800: National Response Framework, An Introduction 11. IS-2900: National Disaster Recovery Framework (NDRF) Overview 12. Authority Having Jurisdiction (AHJ)-approved training in donations management and volunteer coordination	The National Incident Management System (NIMS) Training Program defines a national baseline to guide and promote NIMS training. It provides recommendations to assist AHJs in developing their own training plans, tailored to their specific needs
EXPERIENCE	Same as Type 2, PLUS: Knowledge, Skills and Abilities: 1. Comprehensive working knowledge of IA, Public Assistance (PA) and VAL functions under FEMA, state, tribal or territorial agreements 2. Broad understanding of possible models of LTRC, including flexible options Experience: 1. Extensive experience working with voluntary agencies, such as national VOAD member organizations 2. One additional year of experience with voluntary agencies OR experience in this position during one additional operational incident, or two additional exercises, drills or simulations	Knowledge, Skills and Abilities: 1. Demonstrated understanding of Individual Assistance (IA) and VAL functions under FEMA, state, tribal or territorial agreement, including responsibilities of voluntary agencies at all levels of government and local, state, tribal, territorial and federal government agency responsibilities 2. Understanding of differences in the disaster plans of communities, state and other jurisdictions Experience: One year of experience with voluntary agencies OR experience in this position during two operational incidents, exercises, drills or simulations	Not Specified
PHYSICAL/MEDICAL FITNESS	Same as Type 2	1. Moderate 2. Is able to work while wearing appropriate Personal Protective Equipment (PPE) 3. Maintains immunizations in accordance with current AHJ requirements	1. NIMS Guideline for the National Qualification System (NQS) defines Physical/Medical Fitness levels for NIMS positions 2. PPE is mission specific and may vary by work environment and it includes protective footwear, protective clothing for skin exposure, eye and ear protection, respirators, gloves and masks

COMPONENT	TYPE 1	TYPE 2	NOTES
CURRENCY	Same as Type 2	Functions in this position during an operational incident, planned event, exercise, drill or simulation at least once every five years	Not Specified
PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS	Not Specified	Not Specified	Not Specified

NOTES

Nationally typed resources represent the minimum criteria for the associated component.

REFERENCES

1. FEMA, NIMS, October 2017
2. FEMA, NIMS Guideline for the NQS, November 2017
3. FEMA, National Response Framework, June 2016